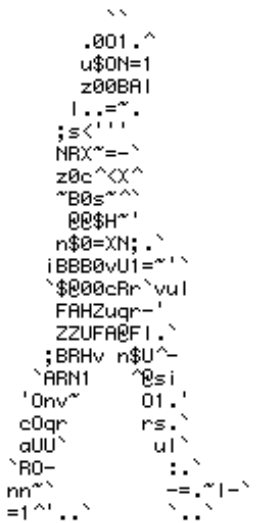
Headquarters U.S. Air Force

Integrity - Service - Excellence



Air Force Medical Service Complex Patient Manageme Tool

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Office of the Air Force Surgeon General
Preventive Medicine Informatics Consultant
Data Modeling & Analysis

U.S. AIR FORCE

19 June 07

Overview

- Project Objectives
- Demonstration of Intended Use
- Targeted Community of Practic
- Questions & Answ

Project Objectives

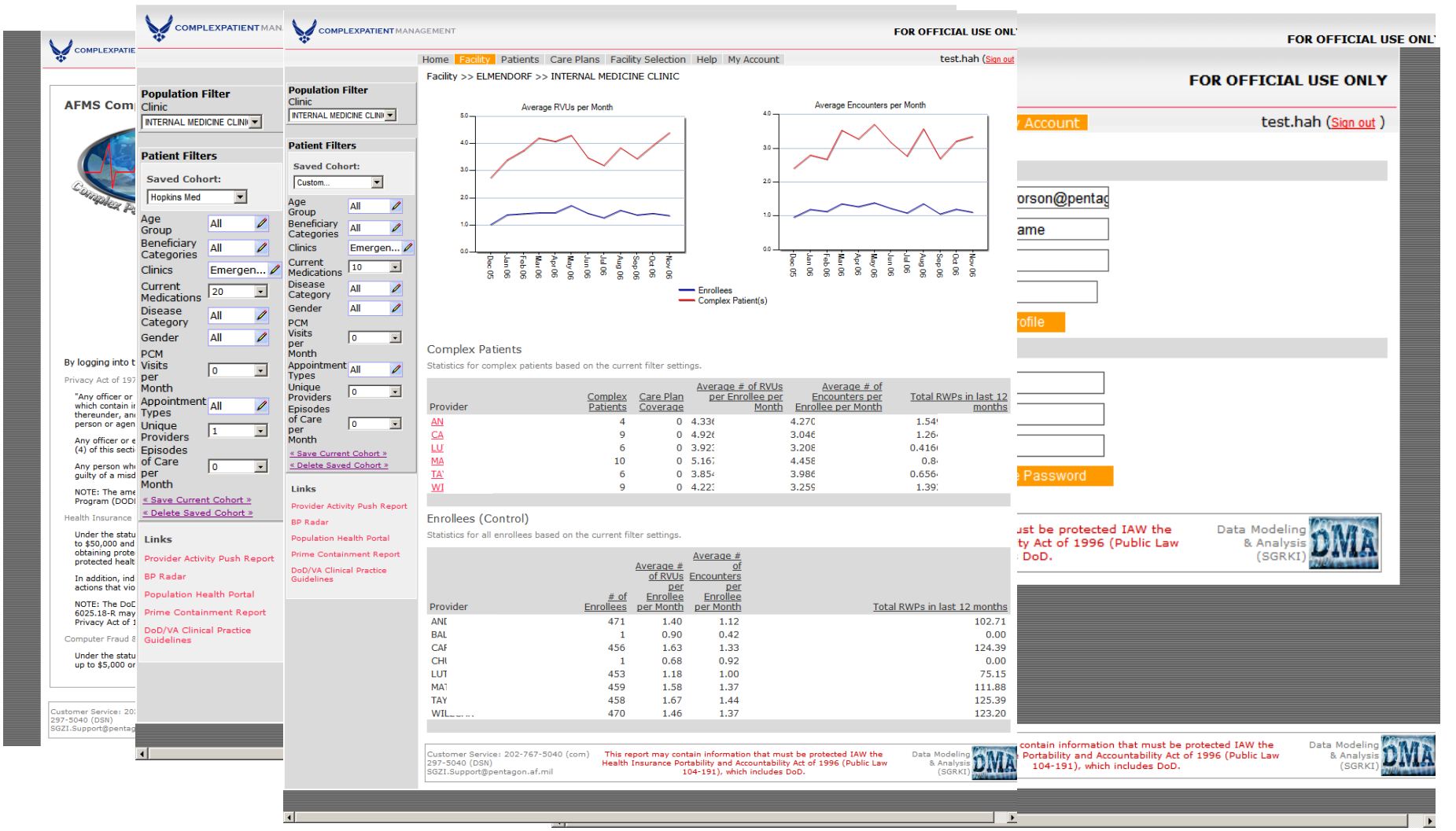
- **Identify patients who may benefit from Case Management**
  - ✓ **Improve health and quality of life**
  - ✓ **Improve / streamline healthcare d**
  - ✓ **Reduce healthcare utilization**

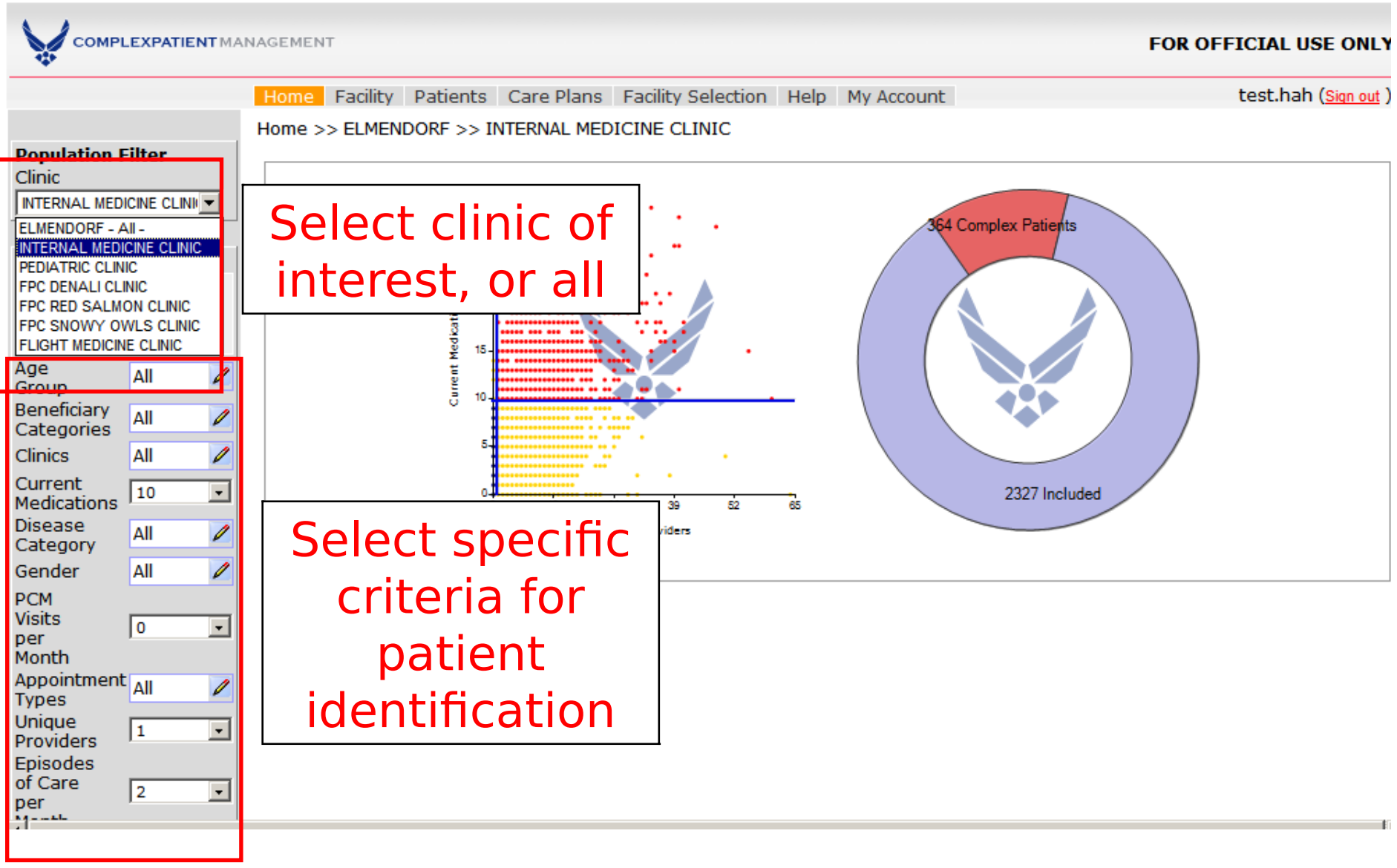
- **Develop flexible, user friendly tool to identify 'Complex Patients'**
  - ✓ **Myriad selection criteria provides local flexibility**
  - ✓ **Stores previously identified patie easy retrieval**
  - ✓ **Allows tracking of Case Managem activities per patient**
  - ✓ **Available via internet (secure, authorized**

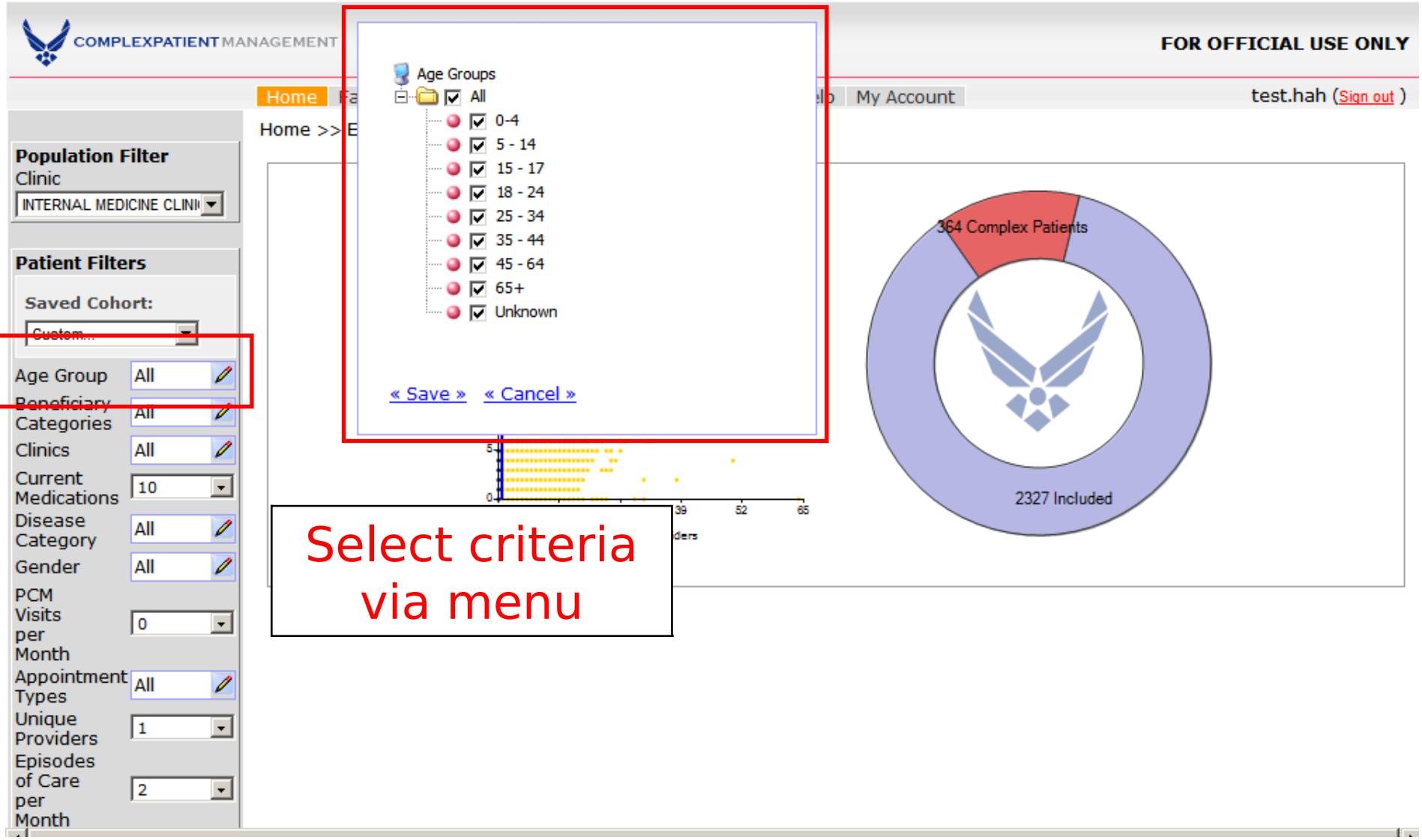
Demonstration of Intended Use

- **Select/modify inclusion criteria to define parameters for complex patients in local healthcare environment**
- **View resulting reports at facility, clinic, provider, or patient level**
  - ✓ **Compare complex patient summary statistics against control data from other locally enrolled (“non-complex”)**
  - ✓ **Drill within any of these views to patient-level**
  - ✓ **View trended Complex Patient Management data to each selected patient**
  - ✓ **Enter and save current intervention phase for each identified**

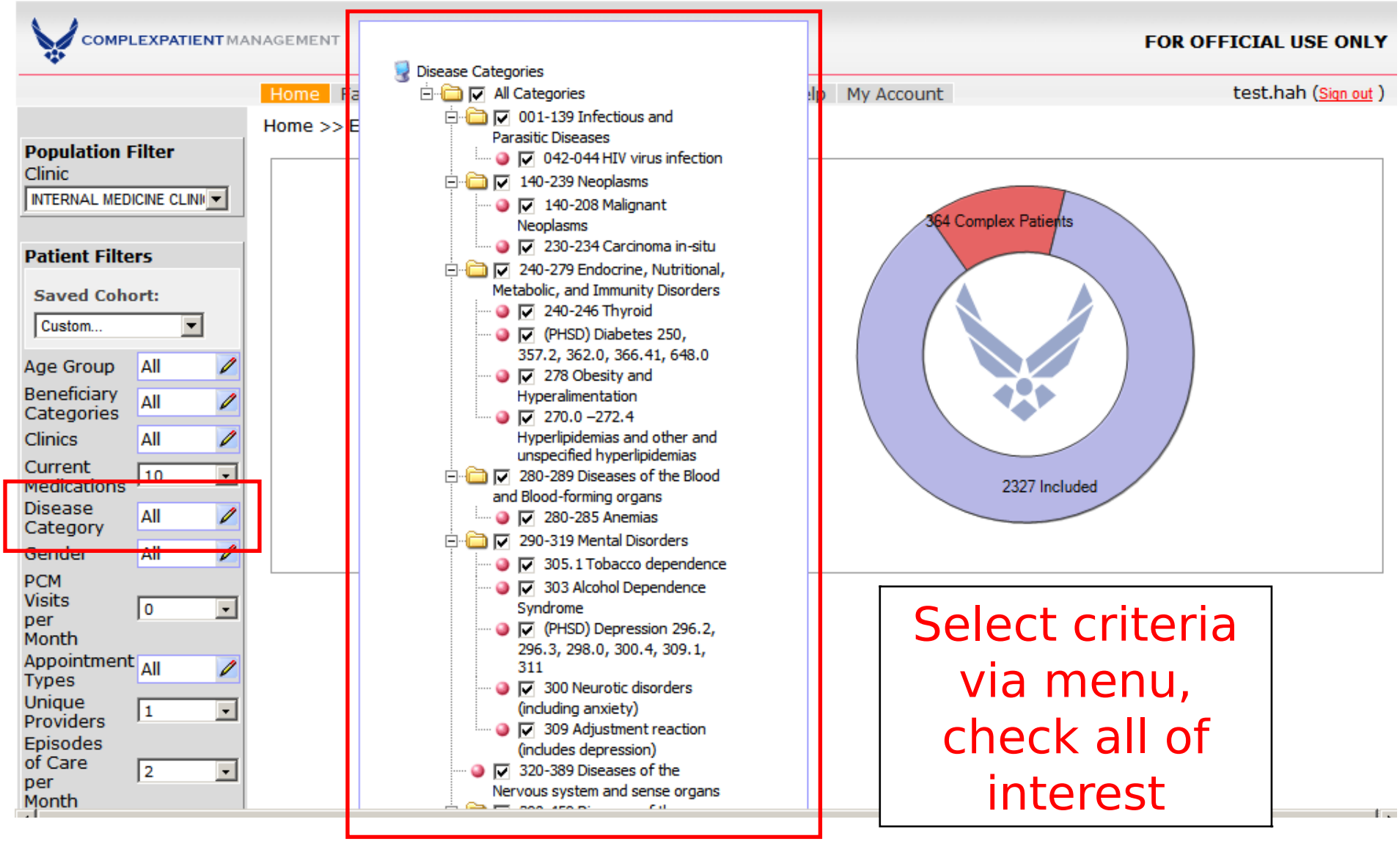
Demonstration of Intended Use



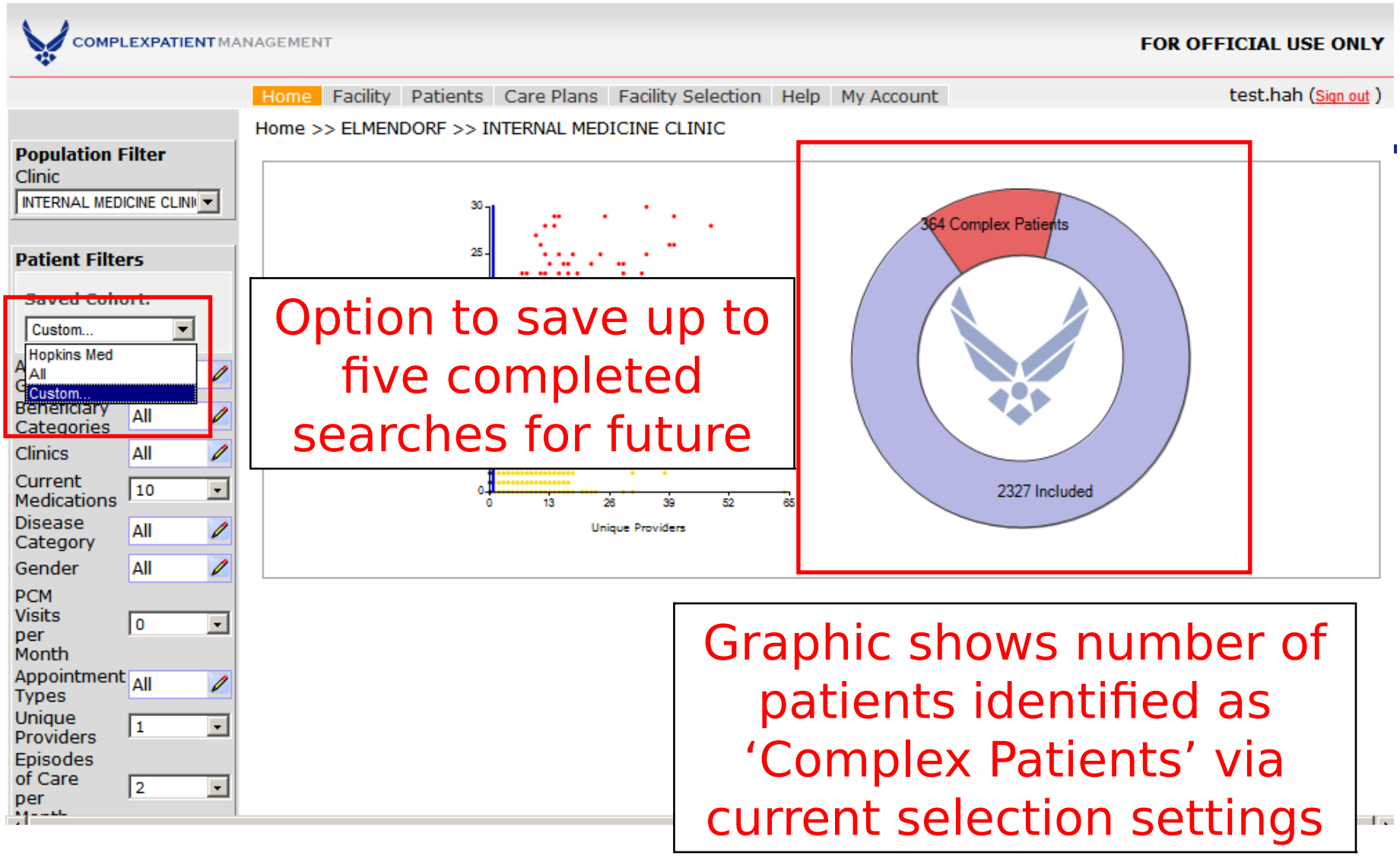

COMPLEXPATIENTMANAGEMENT
FOR OFFICIAL USE ONLY
Home
Facility
Patients
Care Plans
Facility Selection
Help
My Account
test.hah (Sign out)
Home >> ELMENDORF >> INTERNAL MEDICINE CLINIC
Population Filter
Clinic
INTERNAL MEDICINE CLINI
ELMENDORF - All -
INTERNAL MEDICINE CLINIC
PEDIATRIC CLINIC
FPC DENALI CLINIC
FPC RED SALMON CLINIC
FPC SNOWY OWLS CLINIC
FLIGHT MEDICINE CLINIC
Age Group
All
Beneficiary Categories
All
Clinics
All
Current Medications
10
Disease Category
All
Gender
All
PCM Visits per Month
0
Appointment Types
All
Unique Providers
1
Episodes of Care per
2
Select clinic of interest, or all
Select specific criteria for patient identification
364 Complex Patients
2327 Included



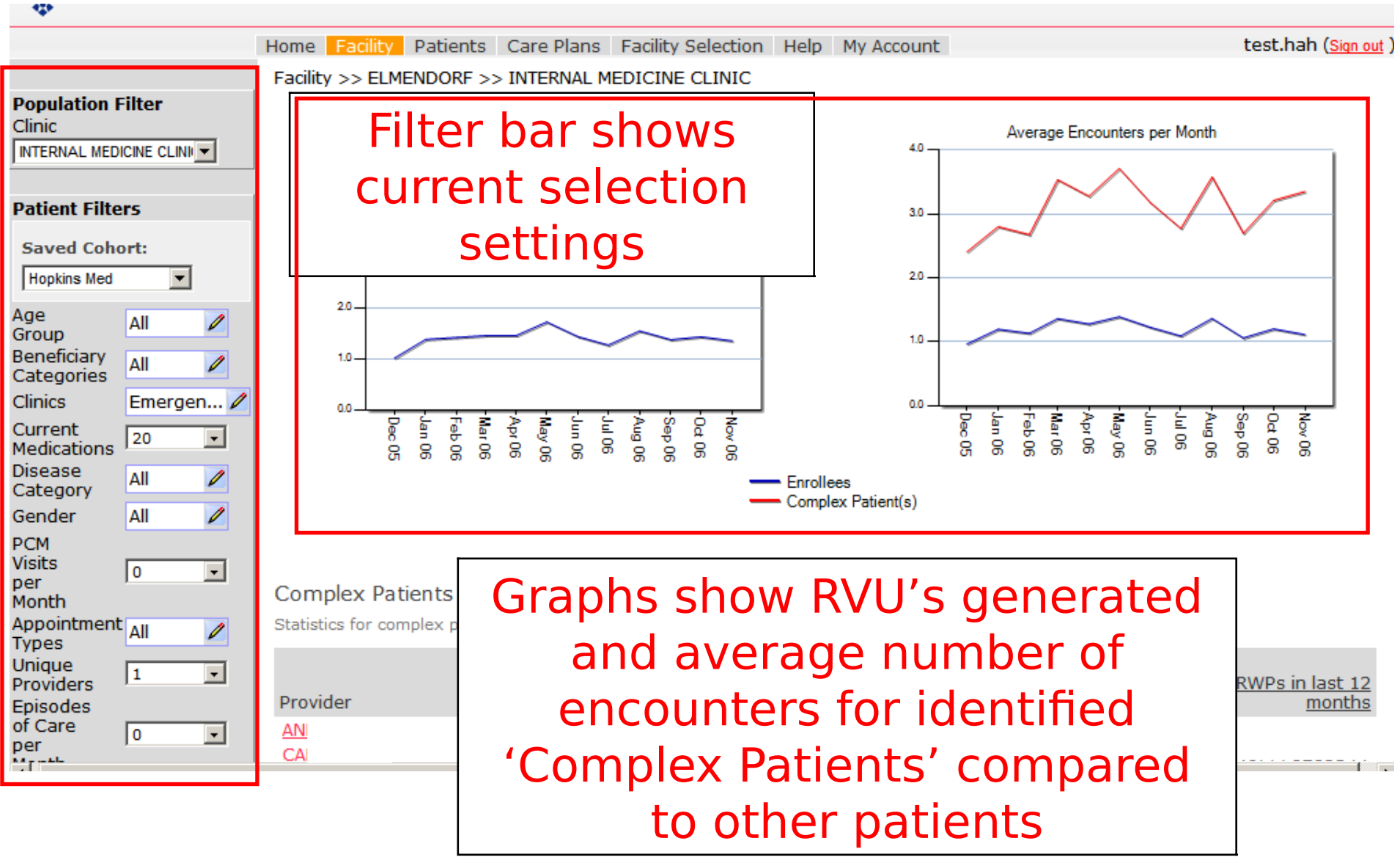
Home Page – select age



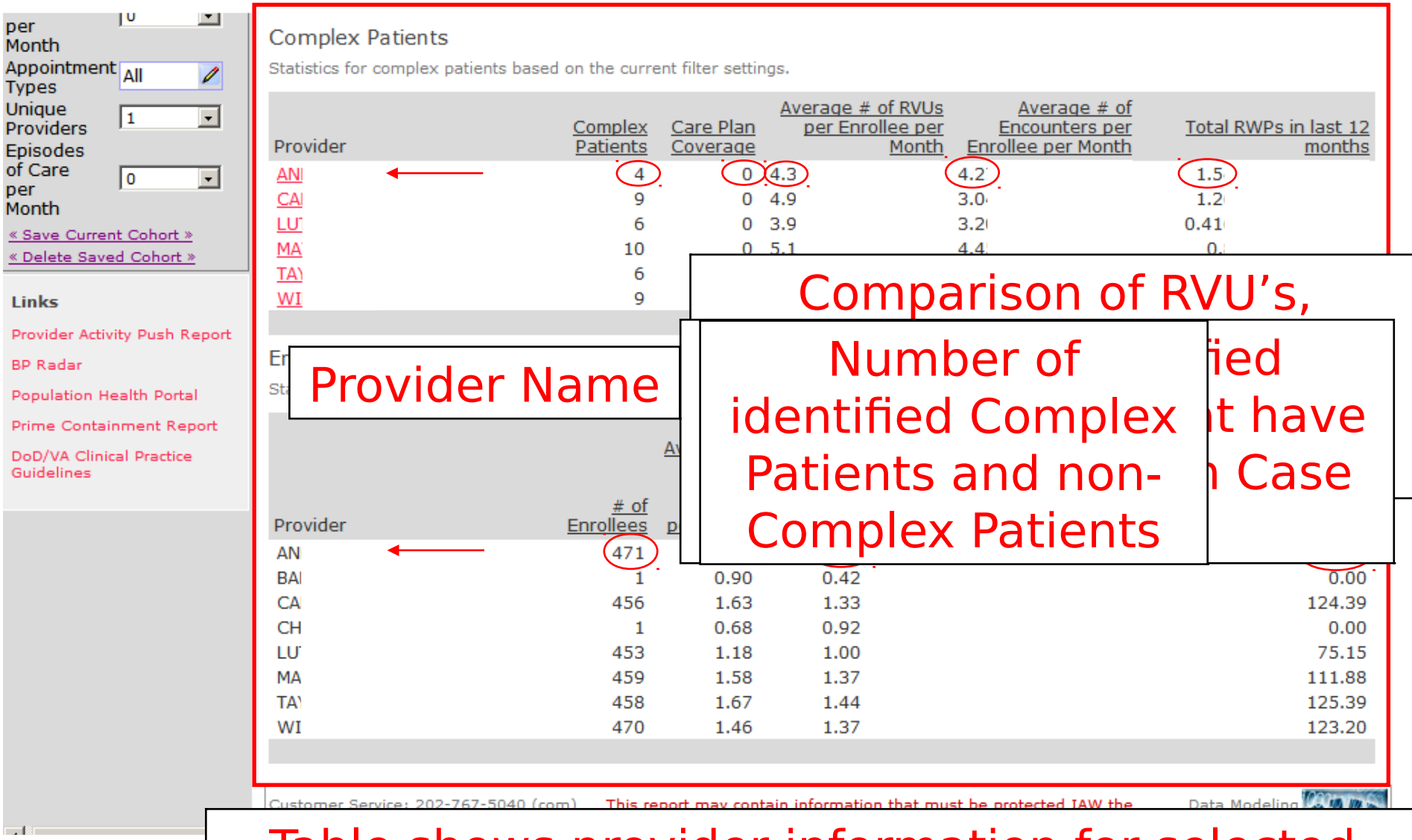
Home Page – select disease categories



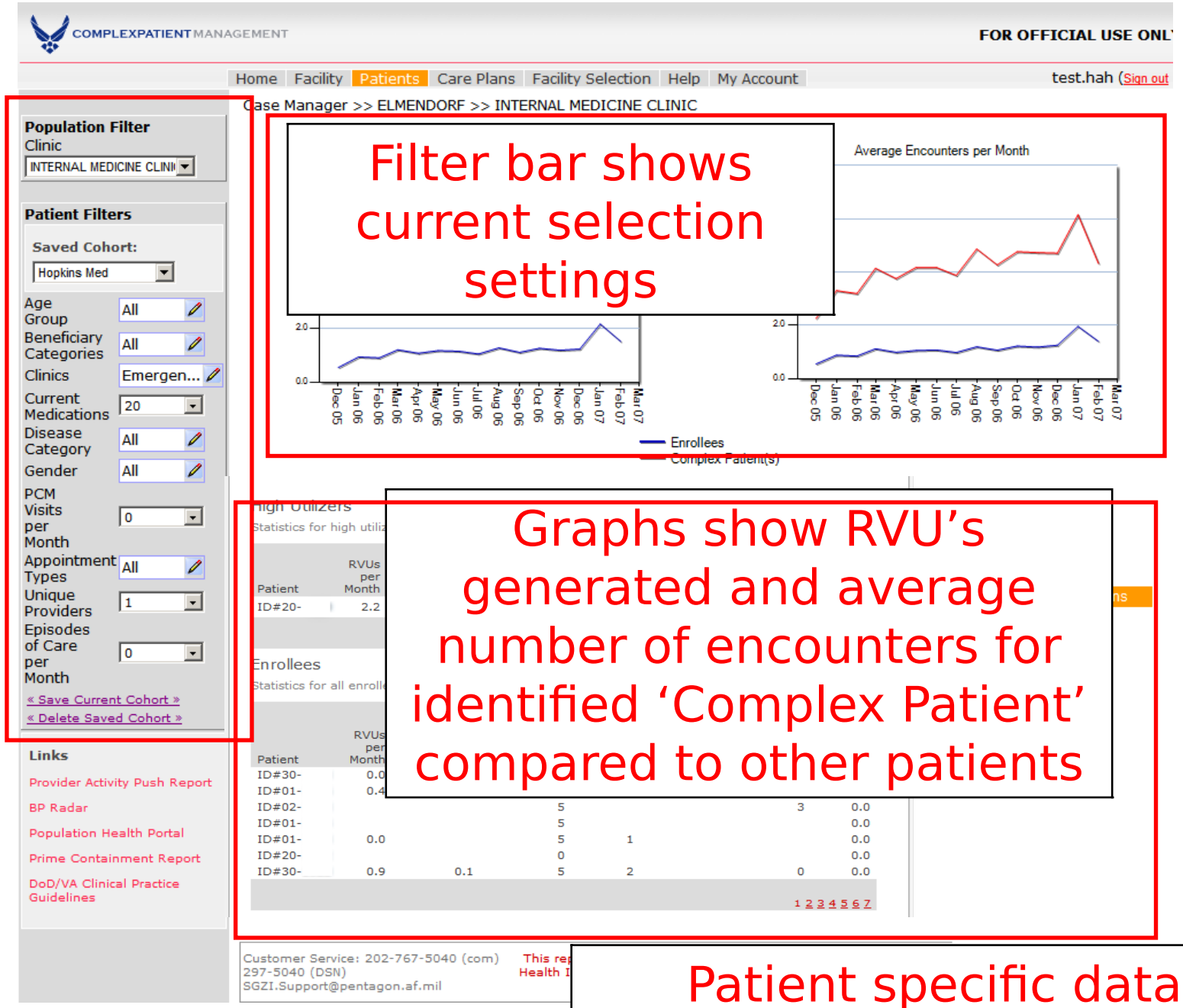
Home Page – selection completed



Facilities Page


per Month
Appointment Types
All
Unique Providers
1
Episodes of Care per Month
0
« Save Current Cohort »
« Delete Saved Cohort »
Links
Provider Activity Push Report
BP Radar
Population Health Portal
Prime Containment Report
DoD/VA Clinical Practice Guidelines
Complex Patients
Statistics for complex patients based on the current filter settings.
Provider
Complex Patients
Care Plan Coverage
Average # of RVUs per Enrollee per Month
Average # of Encounters per Enrollee per Month
Total RWPs in last 12 months
ANI 4 0 4.3 4.2 1.5
CAI 9 0 4.9 3.0 1.2
LU 6 0 3.9 3.2 0.41
MA 10 0 5.1 4.4 0.
TA 6
WI 9
Provider
# of Enrollees
AN 471
BAI 1 0.90 0.42 0.00
CA 456 1.63 1.33 124.39
CH 1 0.68 0.92 0.00
LU 453 1.18 1.00 75.15
MA 459 1.58 1.37 111.88
TA 458 1.67 1.44 125.39
WI 470 1.46 1.37 123.20
Customer Service: 202-767-5040 (com)
This report may contain information that must be protected IAW the
Data Modeling
Comparison of RVU's,
Number of identified Complex Patients and non-Complex Patients
Provider Name
Table shows provider information for selected clinic

Facilities Page – cont.


COMPLEXPATIENTMANAGEMENT
FOR OFFICIAL USE ONL
Home
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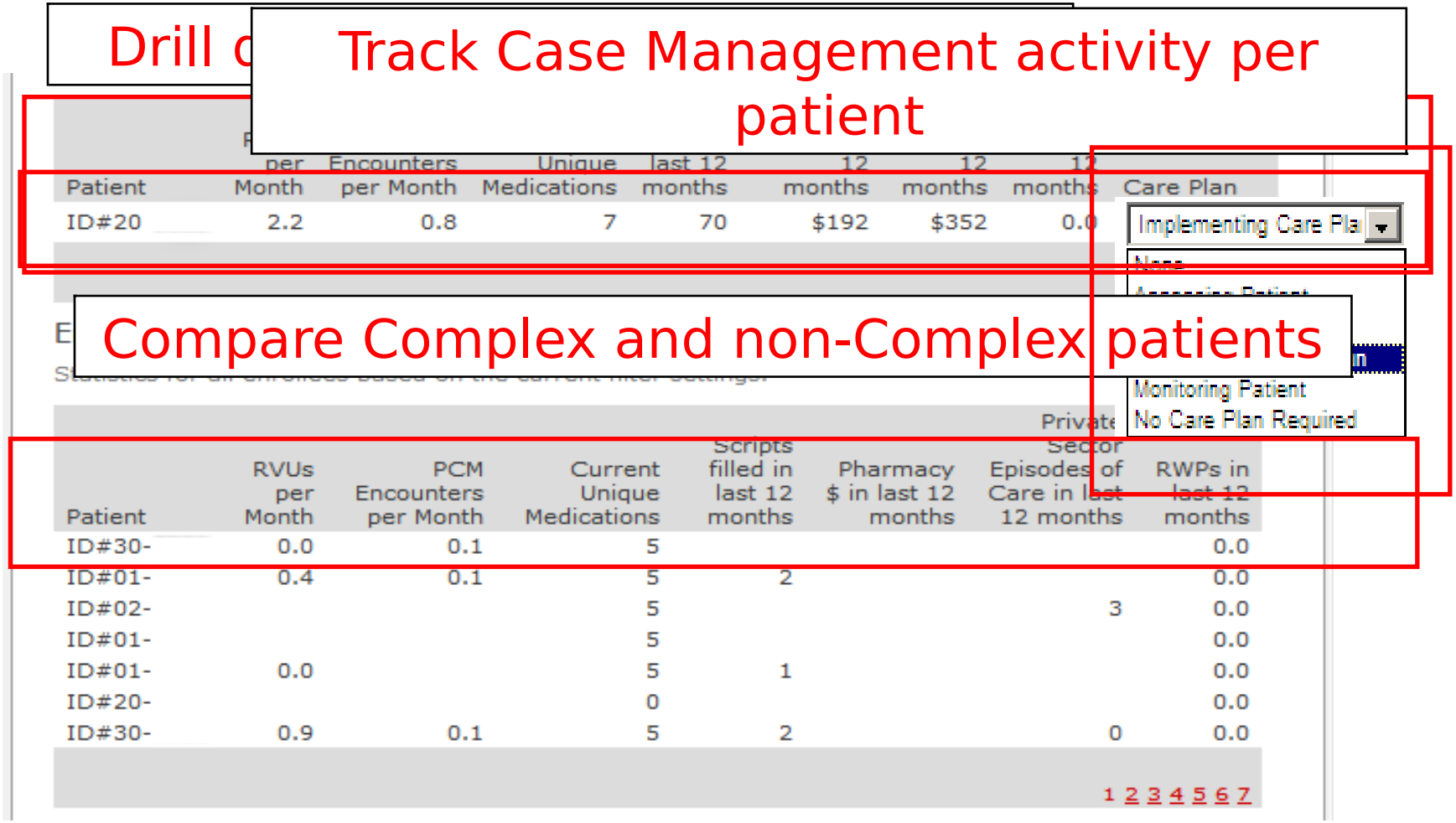
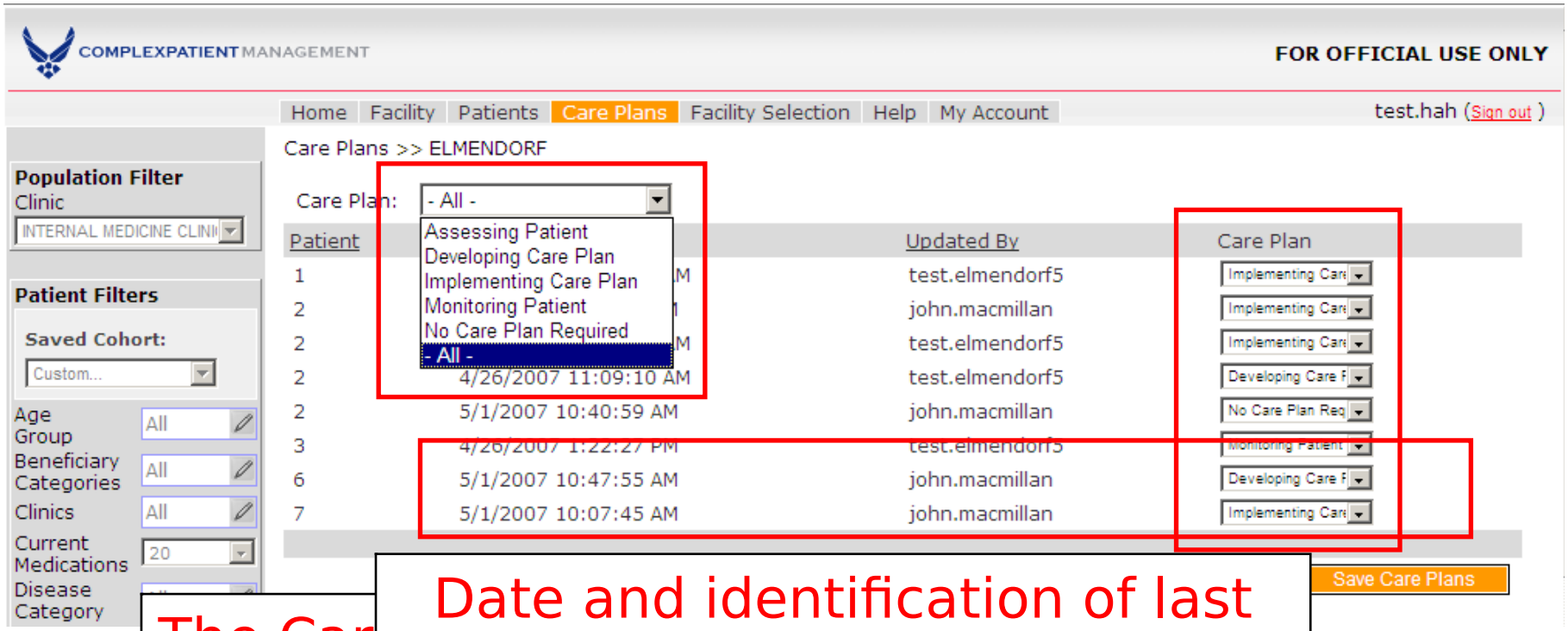
Patients
Care Plans
Facility Selection
Help
My Account
test.hah (Sign out
Case Manager >> ELMENDORF >> INTERNAL MEDICINE CLINIC
Population Filter
Clinic
INTERNAL MEDICINE CLINI
Patient Filters
Saved Cohort:
Hopkins Med
Age Group
All
Beneficiary Categories
All
Clinics
Emergen...
Current Medications
20
Disease Category
All
Gender
All
PCM Visits per Month
0
Appointment Types
All
Unique Providers
1
Episodes of Care per Month
0
« Save Current Cohort »
« Delete Saved Cohort »
Links
Provider Activity Push Report
BP Radar
Population Health Portal
Prime Containment Report
DoD/VA Clinical Practice Guidelines
Filter bar shows current selection settings
Average Encounters per Month
Enrollees
Complex Patient(s)
Graphs show RVU's generated and average number of encounters for identified 'Complex Patient' compared to other patients
Patient
RVUs per Month
ID#20-
2.2
Enrollees
ID#30-
ID#01-
ID#02-
ID#01-
ID#01-
ID#20-
ID#30-
0.9
0.1
1 2 3 4 5 6 7
Customer Service: 202-767-5040 (com)
297-5040 (DSN)
SGZI.Support@pentagon.af.mil
Patient specific data



Patient Page - cont



Date and identification of last Care Plan update provides timing and contact information regarding specific patient management activities

Targeted Community of Practice

- **Chief of Hospital Services**
  - ✓ **Guide efforts in our medical fac**
  - ✓ **Control access to Complex Patie Management web tool**
- **Health Care Integrators (HCIs)**
  - ✓ **Coordinate/integrate clinical oversight for complex patient populations**
- **Case Managers**
  - ✓ **Identify complex patient population, review patient records, plan intervention/treatment approaches**
- **Primary Care Managers (enrolled team providers)**
  - ✓ **Review/approve/execute/oversee**

Complex Patient Management Tool

- ***For Additional Information Contact:***
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Questions?